



Job Description

Position: Intake Specialist, Coordinated Entry

Reports to: Project Manager, Coordinated Entry

Mission and Statement of Cooperation:

The mission of the Suncoast Partnership to End Homelessness (SPEH) is to prevent and end homelessness by uniting the communities of Manatee and Sarasota Counties through engagement and collaboration with business and civic leaders, service providers, faith-based organizations, advocates, concerned citizens, and people who are homeless or at risk of homelessness. SPEH encourages and expects a high degree of cooperation and collaboration among its staff and stakeholders. The specific duties of each position require flexibility and cooperation to achieve organizational goals and objectives.

Summary:

The person in this position will be responsible for engagement with those experiencing homelessness to complete Access Point intakes into our coordinated entry system, monitoring access points completed by other service providers for data quality, and assisting with implementation of policies and procedures of coordinated entry as directed.

Essential Job Functions:

- Serve as an individual outreach Access Point and enter clients into our community coordinated entry system (Oneby1) by completing Access Point intakes in Community Services Information System (CSIS).
- Run a CSIS report each day for a listing of completed Access Points within our system the prior day and review each one for data consistency and accuracy. Notify providers of corrections as applicable, and monitor AP updates to ensure corrections are made.
- Work daily with the Project Manager, Coordinated Entry to ensure open lines of communication between the intake portion of the coordinated entry system and the management of the community by-name list.
- Research guidelines, best practices, and policies and procedures for serving survivors of domestic violence, dating violence, sexual assault, and stalking through coordinated entry and federally funded housing projects within the Continuum of Care.
- Work with Suncoast Partnership leadership, and committees of the Leadership Council when directed, to incorporate the research into formal policies and procedures and action plans.
- Participate in case conferencing.
- Record minutes for case conferencing.
- Collaborate effectively and foster relationships with community partners.
- Uphold the values and advocate for the mission of the Suncoast Partnership.
- Participate in all required trainings.
- Follow all policies and procedures of the Suncoast Partnership.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities:

- Must have strong administrative skills and effective time-management.
- Must be proficient in data entry, accuracy, and managing spreadsheets.
- Must have attention to detail to ensure accuracy of data management, monitoring, and reporting.
- At least 18 months experience in information technology, social services, or a related field such as advocacy.
- Ability to work in a fast-paced environment.
- Must work well under pressure.
- Must be flexible and able to multi-task.
- Must be able to work effectively with populations that have experienced vulnerability, trauma, economic poverty, incarceration, substance use, developmental delays, compromised mental wellness, brain injuries, literacy and numeracy issues, and/or other conditions or situations that have impacted housing stability.
- Must be solution-focused and organized in achieving objectives with all service users.
- Must have analytical, strategic, critical thinking skills for effective problem-solving.
- Must be able to motivate and organize self to complete tasks with service users, often in non-therapeutic environments.
- Ability to establish and maintain relationships with collaborative partners in a professional manner.
- Ability to maintain confidentiality in all aspects of the work environment.
- Ability to make sound decisions within area of responsibility.
- Excellent oral and written communication skills.
- Computer skills and data entry required.
- Must have reliable transportation, a valid driver's license, and appropriate vehicle insurance.

Working Conditions:

- Work is divided between computer work at the office and client work within the community.
- Street outreach is required and may include a variety of environmental conditions including wooded, urban, and/or unsanitary areas.
- Travel throughout the Continuum of Care is required.

Physical Requirements

- Ability to read computer screens and printed documents.
- Ability to hear well enough to communicate with colleagues and stakeholders.
- Ability to speak the English language in an understandable manner.
- Ability to type, to write, and to use the telephone.
- Ability to be mobile by moving oneself from place to place quickly and easily; carry and lift; walk and climb stairs; bend, stoop or kneel; reach with hands and arms; and walk distances through rough and uneven terrain.

NOTE: This job description is intended to describe the general nature and level of work to be performed. It is not intended to be a complete list of all responsibilities, duties, and skills required of the employee performing this job. Furthermore, this job description does not establish a contract of employment. SPEH may change job descriptions at any time, with or without notice as needs require.

Employee Signature: _____ Date: _____